

HOME AND COMMUNITY BASED MEDICAID WAIVER CERTIFICATION REPORT

VERSATILE SERVICES (RTEG)

MAY 10-11, 2007

SITE REVIEW TEAM:

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Survey Outcome: One-Year Certification Expires May 30, 2008.

I. REVIEW OF RANDOM SAMPLE OF PARTICIPANTS

A. Implementation of IPC Findings:

Survey staff reviewed two participant files for their implementation. The participant's preferences were well documented and put into practice. The level of participant knowledge by the provider revealed a high level of service, client specific knowledge, including their advocacy and care. One surveyor noticed the good service practice of using different schedules tailored to each service site for supported employment. However, with this same Participant One there was a general reference to mealtime needs but was not delineated accurately in the IPC nor the schedule. Participant Two had things identified in the IPC for mental health and pharmacological concerns that did not have supporting documentation that these were being adequately addressed. Documentation organization is one of the weakest areas for this provider to improve on in the next year.

B. Billing and Documentation Findings:

Survey staff reviewed the billing and documentation for two participants. Both participants had releases with improper use, such as the crossing out of dates and an expiration date field left blank. The documentation of services reflected a high client knowledge. There were two months that had one unit of Pre-vocational services that were overbilled. Often, the documentation and billing was found in different places in the binder than the table of contents directed. The organization of client files need to be improved by next year's survey.

C. Guardian or family follow-up Findings:

One of the two participants had a guardian. One guardian was interviewed onsite. The guardian expressed high satisfaction of services for the participant. The guardian also expressed the strengths of the provider in communicating with the team regarding the participant's needs and preferences.

D. Incident Report follow-up Findings:

There were no incident reports needing follow-up during this survey. However, it was found that Participant 2 had an incident report needing to be resubmitted. The provider's first attempt failed to go through online.

E. Extraordinary Care follow-up Findings:

There was no ECC to be followed-up on during this survey.

F. Complaint follow-up Findings:

There were no complaints to follow-up during this survey.

G. Health or Safety Concerns with participant:

Participant 1 had a new seizure possibly brought on by a medication change. The team is encouraged to follow through with all recommended after care, ensuring this change does not result in a set back in the participant's level of progress in community employment. There also was an identified need for monitoring and follow-up for Participant 2's medications as well, self reported by this participant.

Exemplary Practices:

- None.

Commendations:

- Versatile Services is commended for the high level of participant specific knowledge that translated to their advocacy and care during services.

Suggestions:

- It is suggested the provider remove the printed day of the week on documentation for pre-vocational services as it creates a billing and documentation tracking and filing difficulty.
- It is suggested the provider follow-up on all medication concerns identified with both participants; especially as it relates to the ability of one participant to reenter employment services.
- It is suggested the provider have a client specific emergency face sheet that is easily identifiable and that is kept only with current, up-to-date information.

Recommendations:

- It is recommended the provider immediately follow all of the documentation standards as set by the Division.
- It is recommended the provider systemetize the releases of information and follow your own procedure.
- It is recommended the provider file the Incident Report for Participant 2 date January 05, 2007.
- It is recommended the provider systemetize its client specific filing system and follow your own procedure.

II. REVIEW OF ORGANIZATIONAL PRACTICES

▪ Provider's Summary and Highlighted Service Area:

In 2002, Rawlins Thrift Exploratory Group, today known as Versatile Services, was established as a Wyoming non-profit corporation with the goal of providing services to the citizens of Carbon County who live with disabilities. Up to that point, a smattering of individuals and companies had intermittently offered a random assortment of services, but no long-term, comprehensive service group had ever been established in the county. In the beginning, a funding commitment from the Division of Vocational Rehabilitation allowed us to gain root while Versatile Services worked on training staff and qualifying for state and national certifications. We continue to work with DVR, assisting individuals find successful employment in the community.

In 2005, we began serving participants under the DDD waiver program. We currently provide supported employment, respite and in-home support to 3 participants.

Our most significant addition to services is our participant in the Rawlins "City Beautification" program. This program allows our participants, with the support of staff, to clean trash from selected areas of Rawlins. This program receives city support, as well as, recognition from the community that the participants in the Versatile Services are community members who are helping Rawlins achieve it's community image goals.

A. Best Practices or Strengths of the Organization:

The small case load that Versatile is serving allows the provider and its direct care staff to provide a high quality of service that includes high client knowledge, incorporating their preferences, with intensive consideration to their dignity and respect. Versatile was also noticed to be having a positive impact on the community offering tangible services that would otherwise not be available.

B. Staff Qualifications and Staff Training Findings:

Three direct care staff were interviewed and their staff files were reviewed. All staff surveyed had the required CPR, First Aid, background check, and met the service qualifications. All three staff had most of the components for client specific training. This component needs to be updated by the provider and will be checked at next year's survey. All of the staff had minimal general trainings required by the Division. This component needs to be updated by the provider and will be checked at next year's survey.

C. Policy on Incident Reporting Findings:

This policy reviewed met the requirements. However, how staff are to contact the required agencies was lacking.

D. Policy on Rights Of Persons Served Findings:

This policy reviewed met the requirements and no concerns were identified.

E. Policy on Complaint and Grievances Findings:

This policy reviewed met the requirements. However, the Division found in the participant handbook, the same requirement that was in the CARF report, for the word "written" to be included for the last step by the executive.

F. Emergency Drills and Inspection Findings:

Surveyors reviewed all agency drills and inspections. Six of six drills required to be completed had been with documentation. Three of the six had appropriate recommended follow-up. However, only one of the three had documentation that the follow-up had been completed. One out of one site had the required external inspection completed. All of the recommendations identified had the documentation of their completion. The same site had all of the required internal inspections completed with recommendations documented when appropriate. All of those identified as needing follow-up also had the documentation that the follow-up had been completed.

G. Findings of Vehicle Inspections:

Versatile services had thorough emergency procedures included in all vehicles transporting waiver participants. There was client specific emergency information being carried during waiver services; however, it was not easily and clearly accessible to emergency responders. It was discovered that the provider's vehicle was not in a operable state and staff persons were required to use their personal vehicles. Some of the staff's vehicles were identified with health and safety concerns. Versatile needs to identify these concerns and deal with them appropriately per a policy.

H. Progress Made On DDD's Recommendations From the Previous Survey

Versatile services had completed all requested follow-up from the prior Division survey.

I. Progress Made On CARF's Recommendations From the Previous Survey

Versatile had two CARF surveys since the last Division survey. The CARF survey in November 2006 resulted in a "nonaccreditation". The CARF survey completed in March 2007 resulted in a "Three Year Accreditation". This is an exemplary practice for this provider to turn around their recommendations and deficiencies in such a short period of time. All of the November 2006 CARF recommendations had been completed except getting written permission from the local fire authority to store items in the basement. The March 2007 CARF survey recommendations are being formulated within a quality improvement plan to be submitted within the deadline.

Exemplary Practices:

- It is an exemplary practice for Versatile to turn a CARF "nonaccreditation" in November 2006 to a "Three Year Accreditation" by CARF in March 2007.

Commendations:

- Versatile is commended for having comprehensive emergency procedures in all vehicles transporting waiver participants.

Suggestions:

- It is suggested the provider include details on how to contact all agencies in their Incident Reporting policy.
- It is suggested the provider have clearly identified roles for all its personnel and those job tasks are maintained within those boundaries; specifically for filing, billing, and organizational practices.
- It is suggested the provider update or formulate a client specific emergency face sheet that is easily accessible for emergency responders to utilize during an emergency that occurs while transporting participants.
- It is suggested Versatile services formulate a plan for transporting participants without relying on staff vehicles solely, and/or formulate a policy on how to identify and correct all health and safety concerns identified with staff vehicles.

Recommendations:

- It is recommended the provider document all completed follow-up on all drills identifying concerns or recommendations.
- It is recommended the provider update all policies and procedure affected by the promulgated Waiver rules.
- It is recommended the provider complete all CARF recommendations identified and submit a copy of the CARF quality improvement plan to the Division.

III. REVIEW OF CASE MANAGEMENT SERVICES

Versatile Services provides case management services to three waiver participants. Surveyors interviewed participants and families on satisfaction with case management services. Surveyors interviewed the case manager on professional and client specific knowledge. Lastly, surveyors reviewed case management documentation for trends and ensuring all requirements were being met.

A. Participant and family-guardian satisfaction:

Surveyors interviewed participants and family/guardians about satisfaction with Case Management Services provided by Versatile Services. Participants noted satisfaction with their Case Manager, and one participant interviewed noted his Case Manager is a very important person in his life. Family members and guardians interviewed expressed satisfaction with ISC services and felt the ISC was accessible, addressed concerns, and communicated regularly with the guardian.

B. ISC Documentation/Interview Findings:

Surveyors reviewed case files for the case manager working for Versatile Services, focusing on case management monthly/quarterly documentation, team meeting minutes, and follow-up on incidents. Surveyors found the Case Manager very vested in the participant's lives, well being, and assistance in various employment opportunities. The Case Manager takes a very personal approach and is very knowledgeable of the preferences and needs for the participants on his caseload. He is also very accessible to the participants on his caseload. The ISC also had a good knowledge of rights and restrictions for the participants on his caseload. The ISC carries a cell phone and reported he has nation wide cell phone coverage, and notifies participants of his scheduled absences from work. The ISC does not have a designated back up to ensure continued ISC services due to unexpected absences or emergencies.

Surveyors reviewed Case Management documentation for two of the three Waiver participants receiving ISC services from Versatile. The ISC quarterly documentation was not found in the ISC documentation, and six month meeting minutes were not in the files of the participants reviewed. Other ISC monthly documentation requirements such as in home visits, 60 minutes of direct contact, etc. were present and documented in the participant files, however was often misfiled in the client notebook. The ISC consistently documented the units of services was being monitored. It was only lacking one month. However, the narratives for all clients reviewed did not include monitoring of objectives and goals.

Exemplary Practices:

- None.

Commendations:

- None.

Suggestions:

- None.

Recommendations

- It is recommended the provider follow all requirements for ISC documentation, including quarterly documentation and documentation of six month reviews and tracking of all goals and objectives.
- It is recommended the ISC develop a back up plan to ensure ISC services for participants are uninterrupted during any absence or emergency.

IV. REVIEW OF RESIDENTIAL SERVICES

Versatile Services is not certified in this service area.

Exemplary Practices:

- None.

Commendations:

- None.

Suggestions:

- None.

Recommendations:

- None.

V. REVIEW OF DAY HABILITATION AND EMPLOYMENT SERVICES

Versatile Services is not certified for Day Habilitation but is certified and is providing services for Pre-vocational and Supported Employment. Surveyors completed an overall assessment of pre-vocational and employment services, including observing services, interviewing participants and Versatile staff and reviewing documentation of services.

A. Participant, family-guardian satisfaction:

Both participants interviewed expressed satisfaction with the services they receive from Versatile Services. Participant 1 works at two community employment sites (Sanford's and Pizza Hut). He recently had a slight setback due to a medication change, and the guardian and team is working with the primary physician on medication adjustment. Participant 1 has not been able to work at his community employment sites during this time. Versatile Services proposed an alternative employment option with a slow transition back into employment by attending to shredding tasks. The local newspaper in Rawlins also had a very positive article in the paper about Participant 1 and his employment at a local restaurant. The guardian interviewed expressed satisfaction with employment services provided by Versatile Services, and was very positive about employment options for the participant.

B. Service observation Findings:

Versatile Services is conducting pre-vocational and supported employment onsite, as well as, offsite at several locations. Surveyors were able to interview the owner/manager of the local bowling alley where one of the Waiver participants was employed. She expressed satisfaction with this job placement, and viewed the participant as a very valued member of her staff. She also noted Versatile Services was very thorough in their training of the participant and his needs prior to this job placement. She noted Versatile Services plays a very important role in the local community.

Staff interactions during employment observations were noted to be very positive and promoted independence. Prompts were only used when needed to support the participants with their work tasks. Versatile Services has also formulated a strong working relationship with DVR for mutually beneficial outcomes.

C. Physical Inspection Findings:

The Thrift store operated by Versatile Services was clean, well lit, and very organized. The store was very accessible with wide aisles. It is obvious Versatile Services takes pride in the appearance of this store, and the community values this as an important business in Rawlins. Versatile Services had bi-annual documentation of smoke detector checks. The basement

egress was locked with no access during waiver services due to local code requiring fire sprinklers. No health or safety concerns were identified in the physical inspection of the Thrift Store.

D. Staff Interview Findings:

Staff were knowledgeable of participant specific needs and supports. Staff knew the preferences and dislikes of participants served. Staff interviewed were not able to articulate the major components of the DDD Initial Incident Reporting process, including reportable categories or required contact agencies. Staff interviewed were not able to articulate participant rights or restrictions.

Exemplary Practices:

- None.

Commendations:

- Versatile is to be commended for the appearance and organization of their Thrift Store, and the positive impact this store provides in the Rawlins community.
- Versatile is to be commended for their working relationship with DVR and the benefit it brings to the participants and the community, as well as creating an extra stability for the financial situation of the organization.

Suggestions:

- None.

Recommendations:

- It is recommended the provider document quarterly detector checks at all service locations owned or leased by Versatile Services.
- It is recommended Versatile Services increase staff knowledge of the DDD Initial reporting process and participant rights and restrictions.

VI. REVIEW OF RESPITE, PERSONAL CARE, AND OTHER SERVICES

Versatile Services is certified and is providing services for In Home Support, Respite and Personal Care. Versatile regularly provides In Home Support, very rarely Respite Services, and to date no Personal Care. Surveyors were able to visit onsite one In Home Support location.

A. Participant, family-guardian satisfaction:

The participant and family had positive feedback for the services being provided by Versatile. The participant said that Versatile had changed his life, the family member supported that comment.

B. Service observation Findings:

The goals and tasks identified to be completed during in home support appeared to be being addressed. Surveyors found no concerns.

C. Physical Inspection Findings:

Not applicable, these services are all being conducted in the homes of the participants.

D. Staff Interview Findings:

Staff were knowledgeable of the goals and tasks to be completed for these services.

Exemplary Practices:

- None.

Commendations:

- None.

Suggestions:

- None.

Recommendations:

- None.

Lead Surveyor _____ Date _____